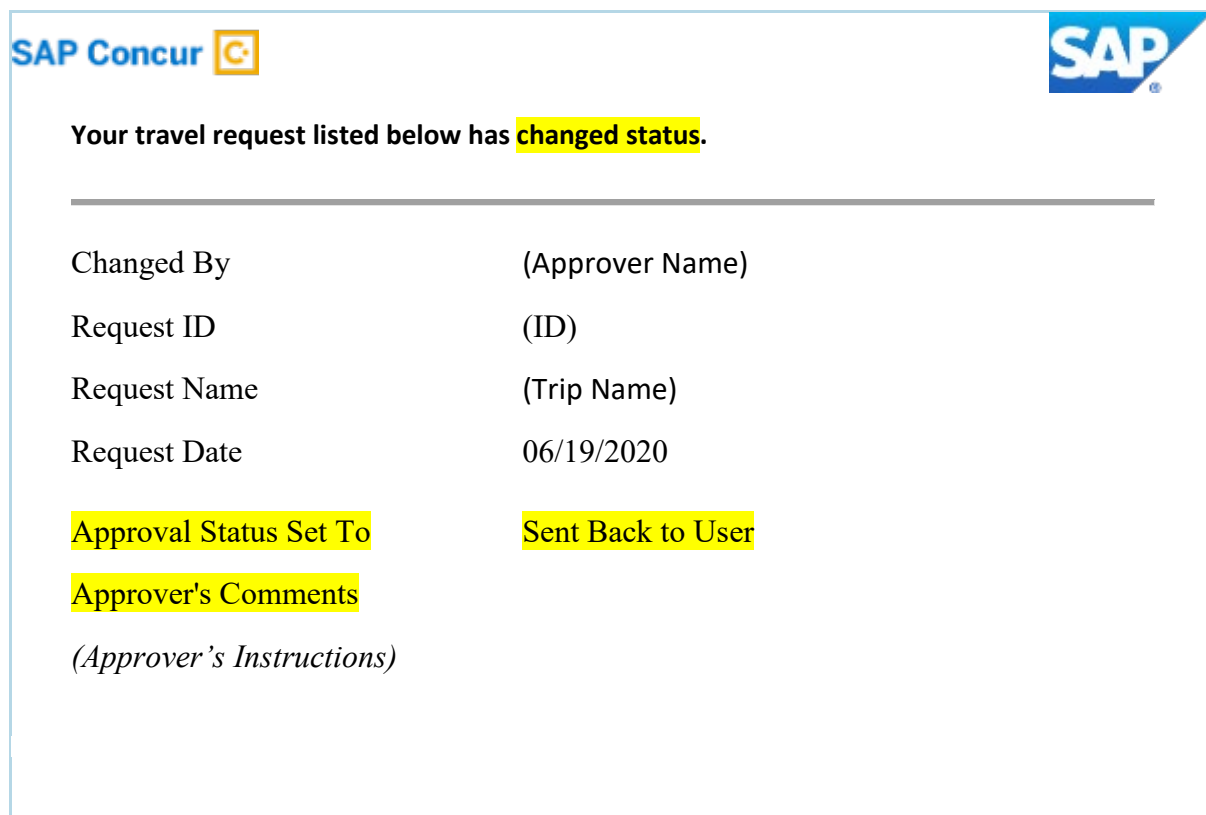


## Concur Emails, Explained

Getting lots of **Concur** notifications? Find out what the two most common ones mean below.

- ✓ Look for the **traveler's or approver's name** in the email subject line
- 1. **Travel Request / Expense Report Status Change** email is sent to the traveler and **ALL** their delegates. These emails can be disabled in the traveler's delegate permissions.
  - ✓ Approval Status shows in the email body:

- **Approved = no action needed**
- **Sent Back to User – review comments and can delegate in to make changes**



The screenshot shows an email notification from SAP Concur. The header includes the SAP Concur logo on the left and the SAP logo on the right. The main text reads: "Your travel request listed below has **changed status**." Below this is a horizontal line. The email body contains the following information:

Changed By	(Approver Name)
Request ID	(ID)
Request Name	(Trip Name)
Request Date	06/19/2020
<b>Approval Status Set To</b>	<b>Sent Back to User</b>
<b>Approver's Comments</b>	
<i>(Approver's Instructions)</i>	

- 2. **Travel Request / Report Pending Approval by (Approver)** email is sent to the approver, delegate approvers, and previewers
  - ✓ **If you're a delegate approver or previewer**, you'll need to first select the above approver from the drop down list under your profile in the upper right of the Concur dashboard in order to delegate in as that approver

## Report Pending Approval By (Approver Name), (Report Name)

There is an expense report pending approval by (Approver Name).  
You are receiving this email because that approver has designated you as a delegate.

Log in to SAP Concur (see link below)

Click Profile drop down in upper right

Search for the above approver, select name, and click start session. You are now acting as a delegate for this approver.

Click the Approvals Tab or Required Approvals. Request and Expense Report documents are separated on tabs.

Click the Expense Report Name

Review the Expenses Summary

Hover over the icon next to amounts or click Details, Allocations

To change funding or allocations, click Allocate Selected Expenses

View Approval Flow and ad hoc as needed

Click Approve or Send Back to User

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Report From (Traveler Name)

Report Name (Trip Name)

Have a question on another type of Concur email? Let us know and we'll add it!